

بعض الاسئلة التي ممكن تقابلك بالاجابات المناسبة

What do you know about customer service?

Customer service is the basic stage at any respectable company, which makes the relation between the customer and his company much better by serving him by perfect way to reach his satisfaction

Why do you apply the customer service offer?

Because I have personal skills qualified me for this job like "good communication skills, good listener, patient, sociable, friendly, Calm, like to help people and I have the ability to work in team work

What are the strength / positive points in your personality?

I'm an organized person, dependable person, hard worker, calm, have the ability to work under stress and have the ability to solve problems

What are the weakness / negative points in your personality?

I'm over self confident

What will you do if the customer abused you during call?

- I'll be good listener to him and patient
- let him to explain all the problem to me
- I'll take my steps to solve this problem and following with the customer till solve it and reach his satisfaction
- after that I'll take all my steps to avoid this problem in the future

What will you use in your work?

The good listening, the concentration, the patience and the punctuality in my information

What are you needed in yourself?

I needed to be very fluent in speaking English language in order to achieve my targets

دى بقى بعض الاسئلة التي ممكن تقابلك برضه وبالايجابيات لكن انت بقى اللي هتغير الاجابة على حسب ما انت عايز او على حسب مجالك او شوف انت عايز ترد تقول ايه

Introduce yourself?

My name is ..... , I am 25

Years old, I graduated from faculty of commerce Cairo University, Accounting department, Graduation year 2006

about my courses and training, I had studied English language course at A U C and graphic diploma at kit center for training with project grade excellent, I worked in kit center for training as a graphic designer for one month only and I left my work because I joined with the military service

Why you left your previous work?

Because I joined with the military service

Tell me a time you work under stress?

When I was working, my managing director asked me to finish all designs creatively in one day in spite of the designs need more than two days to finish I had finished it successfully creatively in one day only

What the biggest thing you achieved in your life?

My project took the best project in the graphic diploma

What is the same relation between the customer service agent and the designer?

Both of them aim to fulfill the customers needs each who in his field

What is the hardest situation you met before?

When my structure in the graphic diploma asked me to explain some lessons in the Photoshop program to the designers team and I explained it clearly

What is the type of the customer service field?

- 1- Face to face
- 2- By phone
- 3- Public relationships

Why you didn't introduce yourself again to the Kit center? Or any other advertising company?

- I introduced myself to the H R of the Kit center, but I rejected because they considered me forget the rules of the graphic field during the military service period.
- And I introduced my self to the advertising companies but the salary that offered not suitable for me because my salary in Kit center was one thousand and eight hundred

What are you see yourself after 3 years?

i want to be the supervisor of the agents support department